

# ***SELECTION COVER SHEET***

*PLEASE ATTACH THIS SHEET TO EACH AWARD SELECTION PACKAGE.*

**PLEASE TYPE OR PRINT CLEARLY:**

**AWARD CATEGORY:** TEAM

**NAME OF AWARDEE:** Eric W. Burwell, Ed Townend, Mark Bodine  
(AS IT IS TO APPEAR ON PLAQUE AND IN SOUVENIR BOOKLET)

**JOB TITLE:** Air Traffic Control Specialist

**EMPLOYING AGENCY AND ADDRESS (PLEASE DO NOT USE ABBREVIATIONS):**

Agency Name: Federal Aviation Administration  
Mailing Address: 250 S. Rogers Road  
Olathe, KS 66062

**NOMINATOR OR POINT OF CONTACT:** Mark Young

**TELEPHONE/EXTENSION:** 913-551-1235 **FAX:** 913-555-1113

**SIGNATURE OF AGENCY HEAD:** \_\_\_\_\_

***AWARD SELECTION PACKAGE(S) MUST BE RECEIVED IN  
THE FEDERAL EXECUTIVE BOARD OFFICE NO LATER THAN MARCH 22, 2004***

***Greater Kansas City Federal Executive Board  
ATTN: Chairperson, Awards Committee  
1500 E. Bannister Road, Room 1176  
Kansas City, MO 64131***

# **NOMINATOR'S STATEMENT**

## **PLEASE ADDRESS THE SPECIFIC SELECTION CRITERIA**

### **TEAM**

**Award Category**

**Eric W. Burwell, Ed Townend,**

**Mark Bodine**

**EMPLOYEE NAME**

**Federal Aviation Administration**

**AGENCY NAME**

#### **1. CUSTOMER SERVICE**

If savings to the government were the sole determinant of the winner of the 2004 Federal Executive Board's Distinguished Public Service Award, look no further than the Air Traffic Control Team from the Federal Aviation Administration. Thanks to the intervention of these three air traffic controllers, the loss of a USAF B-2 bomber with a hefty price tag of over \$2 billion was averted and a collateral loss of life avoided. Customer service obviously ranked a close second in the estimation of the pilot involved.

Eric Burwell, Air Traffic Control Specialist at the FAA ARTCC in Olathe, was working the R26 sector—approach airspace to Whiteman Air Force Base (SZL). As Mr. Burwell attempted to “hand off” a B-2 bomber to the next sector, its pilot informed him he was experiencing problems. The pilot could not change frequencies and would have to rely on his current frequency all the way to Whiteman. Burwell instructed the pilot to standby for a lower altitude and then coordinated with the next sector to clear traffic for the B-2.

In rapid order, Burwell informed the Operational Supervisor-in-Charge that he would need a manual controller to assist him. Mark Bodine quickly plugged in; Ed Townend was also asked to assist the controller assigned to the operational sector containing SZL airspace.

When the B-2 pilot, Major Marc Miller, requested radar vectors to SZL, Burwell informed him that the present heading looked good. He then instructed Major Miller to make a right 360° turn, a maneuver designed to lose altitude. While in the turn, the pilot was instructed to rollout on a 090 degree heading. During this time, Townend was coordinating with SZL approach control, and Bodine was assisting Burwell in the operation of Sector 26, as well as acting as a conduit of information between Burwell and Townend.

Burwell then inquired about the nature of the aircraft's emergency and received the bad news— dual Flight Management System failure. The B-2's instrumentation had gone “dark.” The B-2 pilot requested and was given a “no gyro” vector to SZL with the help of SZL approach control. This meant that the pilot, flying without instrumentation, was being told by the controller to turn in incremental degrees, calculated by timing.

Burwell cleared the pilot for visual approach to runway 1 at Whiteman. Townend instructed SZL Approach to use a light gun, because Sector 26's frequency coverage in that area was unknown. Townend then coordinated a clearance to land with SZL Approach and advised Burwell of the authorization. The B-2 was cleared to land, which it did safely thanks to three men who knew how to handle a situation such as this one.

Major Miller expressed his gratitude to the controllers involved. He told them that when the “brains of the B-2” decided to die, the only instruments available to him were a small compass in an awkward location, an attitude indicator and a digital altitude readout. He also applauded the controllers for giving just the right amount of assist, allowing the pilots to work the emergency without extraneous radio calls.

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<b>EMPLOYEE NAME</b>	<b>AGENCY NAME</b>

**2. COST SAVINGS**

\$2,006,000,000 (Military Estimate)

**3. SPECIAL ACCOMPLISHMENTS**

Obviously, a successful ending to this "adventure."

**4. ADDITIONAL COMMENTS**

This group of controllers is dedicated, professional and technically exceptional. Individually, they are very good, but their true strength lies in the teamwork they bring to bear when challenged beyond normal day-to-day operations. The circumstances involved in this incident required a high level of teamwork, and the controllers rose to the occasion. Technically, they elevated their profession to an art form in this situation, which was choreographed to perfection using verbal communications.

FAILURE TO ADDRESS THE SELECTION CRITERIA WILL SERIOUSLY LOWER THE CHANCES OF THE  
NOMINEE BEING CHOSEN FOR AN AWARD.